



HOW TO REQUEST A SIGN LANGUAGE INTERPRETER



(401) 222-5300 Voice (401) 222-5301 TTY

THE INTERPRETER REFERRAL PROCESS

1. Paying party (your agency) will call the **Sign Language Interpreter Referral Service** to secure an interpreter for client/consumer who is Deaf or Hard of Hearing.
The following contact information for the **Sign Language Interpreter Referral Service**:
Telephone: (401) 222-5300 Voice (401) 222-5301 TTY
Fax: (401) 222-5736
Email: interpreter@cdhh.ri.gov
2. Provide the following information:
 - a) Name and phone number of paying party
 - b) Name of deaf or hard of hearing person (client/consumer)
 - c) Date, time, and place that interpreter is needed
 - d) Type of assignment (medical, legal, business, etc.)
 - e) Consumer's preferred communication mode (ASL, Signed English, Oral, CDI, Tactile)
 - f) Preferred interpreter if any
3. The **Sign Language Interpreter Referral Service** will attempt to secure an interpreter. If an interpreter is secured, the referral service will provide the interpreter(s) with your agency's name and pertinent information. The referral service will inform the interpreter(s) to contact your agency directly to arrange the meeting and payment.

The interpreter referral process ends here.

PLEASE NOTE:

- ☞ Request an interpreter at least two weeks in advance of scheduled appointment. The more advance notice given, the more likely a request will be able to be filled.
- ☞ Making a request for an interpreter, does not guarantee an interpreter will be found to fill the request.

AGENCY'S RESPONSIBILITIES

1. All interpreters will be paid for a 2-hour minimum. Interpreters charge \$30.00 - \$46.00 per hour.
2. Maintain appointment with the client/consumer **and** the interpreter. It is important to keep both the client and interpreter informed of any changes that should occur in the scheduling.
3. Should your agency need to cancel, the interpreter is to be given 48 hours notice. If 48 hours notice is not given, your agency is still responsible for payment of interpreter for specified hours.
4. Should the client/consumer not show up for the scheduled appointment; your agency is still responsible for paying the interpreter for the hours agreed upon.

The Americans with Disabilities Act (ADA) requires that ALL public accommodations (health care facilities, theatres, government agencies, etc.) be accessible to Deaf and hard of hearing individuals. This may include hiring an interpreter if requested. The deaf or hard of hearing consumer is **NOT** required to pay for the interpreter.

Please contact the **Commission on the Deaf and Hard of Hearing** for more information.
One Capitol Hill, Providence, RI 02908-5850
(401) 222-1204 Voice (401) 222-1205 TTY (401) 222-5736 Fax Email: cdhh@cdhh.ri.gov